

**STUDENT SUPPORT SERVICES OVERVIEW**

Provider	Description of Request	Campus	Room	Phone	E-mail (...@austincc.edu)
<b>Admissions &amp; Records Offices</b> Reports to Director of Admissions & Records Linda Kluck lkluck@austincc.edu	<ul style="list-style-type: none"> <li>▪ Admissions applications</li> <li>▪ Residency determination</li> <li>▪ Registration assistance</li> <li>▪ Course Schedules</li> <li>▪ Enrollment verification and graduation</li> <li>▪ Name, address, major, and Social Security changes</li> <li>▪ Official transcripts</li> <li>▪ Questions about residency</li> <li>▪ Grade reports</li> <li>▪ Registration information and dates</li> <li>▪ Admissions applications</li> <li>▪ Withdrawals and refunds</li> </ul>	Cypress	2114.1	3-2022	<a href="mailto:lkluck@austincc.edu">lkluck@austincc.edu</a>
		Eastview	2113	3-5150	<b>Web Site</b>
		Northridge	1101.1	3-4730	<a href="http://www.austincc.edu/support/admissions/">http://www.austincc.edu/support/admissions/</a> <a href="https://onlineserv.austincc.edu/datatel/openweb/st/stmenu.html">https://onlineserv.austincc.edu/datatel/openweb/st/stmenu.html</a>
		Pinnacle	113	3-8120	
		Rio Grande	A152-Annex	3-3030	
		Riverside	G8105	3-6020	
		South Austin	1104	3-9150	
<b>Advising</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Course placement for students who need no developmental courses or only one developmental course.</li> <li>▪ Course placement for Early College Start Students</li> <li>▪ Texas Success Initiative (TSI)</li> <li>▪ Educational Planning</li> <li>▪ Transfer Information</li> <li>▪ ACC 101</li> </ul>	Cypress	2114.8	3-2010	<b>E-mail (...@austincc.edu)</b>
		Eastview	2113	3-5188	CYP – Amber Kelley, amberk@
		Northridge	1101.1	3-4782	EVC – Yolanda Chapa, ymc@
		Pinnacle	224	3-8108	NRG – Louella Tate, ltate@
		Rio Grande	A155-Annex	3-3137	PIN – George Reyes, rey@
					RGC – Voncille Wright, vwright@
					RVS – Virginia Murillo, vmurillo@
					SAC – Maggie de la Teja, mteja@
			<b>Web Sites</b>		
			<a href="http://www.austincc.edu/support/advising">http://www.austincc.edu/support/advising</a> <b>Advising &amp; Counseling:</b> <a href="http://www.austincc.edu/support/advising">http://www.austincc.edu/support/advising</a> <b>ACC 101 Web Site:</b> <a href="http://austincc.edu/acc101/index_content.html">http://austincc.edu/acc101/index_content.html</a>		
<b>Assessment</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>▪ Schedules and administers COMPASS, ACC's (TSI) test</li> <li>▪ Schedules and administers English for Speakers of other Languages (ESOL) tests</li> </ul>	Cypress	2114.26	3-2020	<b>E-mail (...@austincc.edu)</b>
		Eastview	2113	3-5188	CYP – Amber Kelley, amberk@
		Northridge	1109	3-4807	EVC – Yolanda Chapa, ymc@
		Pinnacle	224	3-8189	NRG – Louella Tate, ltate@
		Rio Grande	A-153 Annex	3-3139	PIN – George Reyes, rey@
					RGC – Voncille Wright, vwright@
					RVS – Virginia Murillo, vmurillo@
					SAC – Maggie de la Teja, mteja@
			<b>Web Site</b>		
			<a href="http://www.austincc.edu/support/assessment">http://www.austincc.edu/support/assessment</a>		
<b>Bookstore</b> Contract administered by Provost of Campus Operations, Tyra Duncan-Hall	<ul style="list-style-type: none"> <li>▪ Textbooks</li> <li>▪ Supplemental Course Materials</li> <li>▪ On-line ordering</li> <li>▪ Resale of textbooks</li> <li>▪ Supplies</li> </ul> **NOTE: Textbooks for Distance Learning sections can be purchased at the campus where the orientation session is held	Cypress	Bldg. 2 Rm 2001	335-8363	<b>Web Site</b>
		Eastview	8168	927-1619	<a href="http://austincc.bkstore.com/bkstore/content">http://austincc.bkstore.com/bkstore/content</a>
		Northridge	Bldg. 4000	834-9366	
		Pinnacle	Portable Bldg.	288-2303	
		Rio Grande	817 W. 12 <sup>th</sup>	474-2607	
		Riverside	Bldg. G	385-5727	
		South Austin	1160	445-7437	

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<b>Career Services</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>Explore occupations and the job market</li> <li>Help students assess interests, values, experiences, and abilities</li> <li>Teach students how to conduct a job search, write a resume, and interview effectively</li> <li>Use the internet to conduct a job search</li> </ul>	Cypress	2114.19	3-2010	CYP – Amber Kelley, amberk@ EVC – Yolanda Chapa, ymc@ PIN – George Reyes, rey@ NRG – Louella Tate, ltate@ RGC – Voncille Wright, vwright@ RVS – Virginia Murillo, vmurillo@ SAC – Maggie de la Teja, mteja@
		Eastview			
		Northridge	1101.1	3-4719	
		Pinnacle	216	3-8111	
		Rio Grande	A-156 Annex	3-3138	
		Riverside	G8116	3-6081	
		South Austin	1118	3-9168	
<b>Classroom Supplies</b> Responsibility of Campus Manager	<ul style="list-style-type: none"> <li>Chalk</li> <li>Dry Erase Markers</li> <li>Erasers</li> </ul>	Cypress	2102	3-2002	<b>E-mail (...@austincc.edu)</b> CYP – Linda Haywood, lhaywood@ EVC – Juanita Mendez, jmendez@ NRG – Belvolyn Smith, bsmith@ PIN – Judy Van Cleve, judyvc@ RGC – Marilyn Lee-Taylor, mlee@ RVS – Frank Taylor, taylorf@ SAC – Betsy Erwin, berwin@
		Eastview	3100	3-5100	
		Northridge	1208	3-4703	
		Pinnacle	1018	3-8102	
		Rio Grande	205	3-3000	
		Riverside	A2208	3-6056	
		South Austin	1140	3-9100	
<b>Community Outreach</b> Reports to VP, Support and Success Systems	<ul style="list-style-type: none"> <li>Develop contacts with the Leadership of East Austin</li> <li>Deliver recruitment and presentation sessions to community agencies</li> <li>Plan and conduct community events at the Eastview Campus</li> </ul>	Eastview	P108	3-5106	<b>E-mail (...@austincc.edu)</b> EVC – Loretta Edelen, edelen@
<b>Computer Centers (Open Labs)</b> Reports to Instructional Technology Manager and Director of Instructional Technology & Distributed Learning	<ul style="list-style-type: none"> <li>Provides access to microcomputer and printers</li> <li>Provides access to productivity and instructional software</li> </ul>	Cypress	2121.7	3-2034	<b>E-mail (...@austincc.edu)</b> CYP – Marc Petrick, mpetrick@ EVC – Trey Nelson, wnelson@ NRG – Jebb Webb, jwebb2@ PIN – Kenroy Burke, kburke2@ RGC – Ray Black, cblack@ RVS – Scott Hillier, shillier@ IT Manager – Marshall Roderick, mroderic@
		Eastview	2203.2	3-5112	
		Northridge	1203	3-4736	
		Pinnacle	900	3-8115	
		Rio Grande	228	3-3082	
		Riverside	A1126	3-6010	
		South Austin	1201.6	3-9186	
<b>Counseling</b> Reports to Dean of Student Services	<ul style="list-style-type: none"> <li>Career Counseling</li> <li>Course placement for students who need two or more developmental courses</li> <li>Crisis counseling/community referrals</li> <li>Educational planning</li> <li>Help with selecting a major</li> <li>Links to college and community resources</li> <li>Support for academically at-risk students</li> <li>Transfer information</li> <li>Workshops to help students succeed</li> </ul>	Cypress	2114.8	3-2010	<b>E-mail (...@austincc.edu)</b> CYP – Amber Kelley, amberk@ EVC – Yolanda Chapa, ymc@ NRG – Louella Tate, ltate@ PIN – George Reyes, rey@ RGC – Voncille Wright, vwright@ RVS – Virginia Murillo, vmurillo@ SAC – Maggie de la Teja, mteja@
		Eastview	2113	3-5188	
		Northridge	1101.1	3-4719	
		Pinnacle	224	3-8108	
		Rio Grande	A155-Annex	3-3137	
		Riverside	G8116	3-6051	
		South Austin	1101	3-9141	

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Provider	Description of Request	Campus	Room	Phone	E-mail (...@austincc.edu)
					<b>Transfer Services for students:</b> <a href="http://www.austincc.edu/transerv">http://www.austincc.edu/transerv</a>
<b>Course Substitutions/Waivers</b> Please contact appropriate Department Chair, Assistant Dean, or Dean	<ul style="list-style-type: none"> <li>Request to substitute course for ACC requirement</li> </ul>				See Organizational Reference: Referral Guide
<b>Custodial/Maintenance</b> Reports to the Campus Manager	<ul style="list-style-type: none"> <li>Cleaning</li> <li>Repairs</li> <li>Maintenance</li> <li>Grounds</li> </ul>	Cypress	1013	3-2002	<b>E-mail (...@austincc.edu)</b>
		Eastview	3100	3-5100	CYP – Linda Haywood, lhaywood@
		Northridge	1208	3-4703	EVC – Juanita Mendez, jmendez@
		Pinnacle	1018	3-8102	NRG – Belvolyn Smith, bsmith@
		Rio Grande	205	3-3000	PIN – Judy Van Cleve, judyvc@
		Riverside	A2208	3-6056	RGC – Marilyn Lee-Taylor, mlee@
		South Austin	1140	3-9100	RVS – Frank Taylor, taylorf@ SAC – Betsy Erwin, berwin@
<b>Developmental Education</b> Contact Department Chair or faculty member campus-based designee of Department Chair	<ul style="list-style-type: none"> <li>Placement Decision</li> </ul>				See Organizational Reference: Referral Guide
<b>Financial Aid Offices</b> Reports to Director of Financial Aid, Terry Bazan, tbazan@austincc.edu	<ul style="list-style-type: none"> <li>College Work-Study</li> <li>Federal financial aid (grants and loans)</li> <li>Scholarships</li> <li>Texas Grant</li> </ul>	Cypress	2114.7	3-2023	<b>E-mail (...@austincc.edu)</b>
		Eastview	2107	3-5152	<a href="mailto:finaid@austincc.edu">finaid@austincc.edu</a>
		Northridge	1106B	3-4734	<b>Web Site</b>
		Pinnacle	223	3-8012	<a href="http://www.austincc.edu/support/financialaid/">http://www.austincc.edu/support/financialaid/</a>
		Rio Grande	A-154 Annex	3-3055	
		Riverside	G8102	3-6022	
		Round Rock	291	716-4110	
		South Austin	1103	3-9147	
<b>Food Service</b> Reports to the Campus Manager	<ul style="list-style-type: none"> <li>Vending Machines</li> <li>Contract food services</li> <li>Refunds</li> </ul>	Cypress	1013	3-2002	<b>E-mail (...@austincc.edu)</b>
		Eastview	3100	3-5100	CYP – Linda Haywood, lhaywood@
		Northridge	1208	3-4703	EVC – Juanita Mendez, jmendez@
		Pinnacle	1019	3-8103	NRG – Belvolyn Smith, bsmith@
		Rio Grande	205	3-3000	PIN – Judy Van Cleve, judyvc@
		Riverside	A2208	3-6056	RGC – Marilyn Lee-Taylor, mlee@
		South Austin	1140	3-9100	RVS – Frank Taylor, taylorf@ SAC – Betsy Erwin, berwin@
<b>GED Testing</b> Reports to Michiel Davis	<ul style="list-style-type: none"> <li>Tests available in Writing Skills, Social Studies, Science, Interpreting Literature and the Arts, Mathematics</li> </ul>	Highland Business Center	103.3	3-7769	<b>E-mail (...@austincc.edu)</b> <a href="mailto:mddavis@austincc.edu">mddavis@austincc.edu</a>
<b>Grades</b> Contact Professor, Department Chair, Assistant Dean, or Dean	<ul style="list-style-type: none"> <li>Grade change request</li> <li>Incomplete grade conversion</li> </ul>				See Organizational Reference: Referral Guide
<b>Informal Class Transfer</b> Contact Professor, Department Chair, Dean	<ul style="list-style-type: none"> <li>Extenuating requests after adds/drops are over per established guidelines.</li> </ul>				See Organizational Reference: Referral Guide
<b>Instructor concerns</b> Contact Professor, Department Chair, or Dean	<ul style="list-style-type: none"> <li>Students wishing to appeal decisions related to instruction</li> </ul>				See Organizational Reference: Referral Guide

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International Student Admissions Reports to Linda Kluck lkluck@austincc.edu	<ul style="list-style-type: none"> <li>All international student admissions requests</li> </ul>	Riverside	G8140	3-6241	<a href="mailto:intadm@austincc.edu">intadm@austincc.edu</a>	
		<b>Web Site</b>				
		<a href="http://www.austincc.edu/support/international/">http://www.austincc.edu/support/international/</a>				
<b>Learning Labs (Tutoring Centers)</b> Report to the Provost, Campus Operations	<ul style="list-style-type: none"> <li>Tailored individual instruction in an open-access lab setting</li> <li>Traditional and/or computerized one-on-one and small group instruction</li> <li>Skills review workshops/ materials</li> <li>Guided study groups</li> <li>Self-paced independent study</li> <li>Supplemental instruction</li> <li>Tutorial software</li> </ul>	Cypress	1022	3-2040	<b>E-mail (...@austincc.edu)</b> CYP–Marie-Line McGhee, mlmcghee@ EVC – Theresa Mooney, tmooney@ NRG – Allen Mueller, amueller@ PIN – Marie-Line McGhee, mlmcghee@ RGC – Myra Bradley, mybra@ RVS – Susan Jones, susanj@	
		Eastview	2304	3-5114		
		Northridge	4119	3-4813		
		Pinnacle Tutoring	600	3-8138		
		Pinnacle Computer	614	3-8140		
		Rio Grande Tutoring	212	3-3367		
		Rio Grande Computer	227	3-3366		
		Riverside Tutoring	G9100	3-6037		
		Riverside Computer	G9100	3-6037		
		South Austin	1138	3-9243		
<b>Library Services</b> Libraries report to the Head Librarian (HL) or Assistant Head Librarian (AHL) on each campus who reports to the Dean of Library Services	<ul style="list-style-type: none"> <li>Offers reference assistance in seeking information, course-related materials, college support materials</li> <li>Provides access to electronic and print resources</li> <li>Provides instruction in seeking/locating electronic and print information in library and from remote locations</li> <li>Provides study space</li> <li>Maintains course reserve and reference materials</li> </ul>	Cypress	Library 1025	3-2030	<b>E-mail (...@austincc.edu)</b> CYP – Linda Clement, (AHL) lclement@ EVC – Margaret Peloquin (HL) peloquin@ NRG – Cary Sowell, (HL) cary@ PIN – Leslie Navarro, (HL) lnavarro@ RGC – Leigh Kilman, (HL) lkilman@ RVS – Melinda Townsel, (HL) mtownsel@ Non-campus sites (BSP, FBG, etc.) – Leslie Navarro, (HL) lnavarro@  <b>Dean of Library Services</b> <b>Julie Todaro, jtodaro@</b>	
		Eastview	Library 2200	3-5109		
		Northridge	Library 1223	3-4744		
		Pinnacle	Library 900	3-8150		
		Rio Grande	Library 230	3-3068		
		Riverside Library	Bldg A 1108	3-6005		
		South Austin	1201	3-9180		
		<b>Web Site</b>				
<a href="http://library.austincc.edu/">http://library.austincc.edu/</a>						
<b>Office for Students with Disabilities</b> Reports to Dean of Student Services  <b>(Office of Students with Disabilities (continued))</b>	<ul style="list-style-type: none"> <li>Handbook for Faculty (support information)</li> <li>Mobility assistance</li> <li>Note takers and readers</li> <li>Registration assistance</li> <li>OSD Information Session</li> <li>Special testing</li> <li>Sign language interpreter</li> </ul>	Cypress	2114.22	3-2026	<b>E-mail (...@austincc.edu)</b> CYP – Amber Kelley, amberk@ EVC – Yolanda Chapa, ymc@ NRG – Louella Tate, ltate@ PIN – George Reyes, rey@ RGC – Richard Armenta, rarmenta@ RVS – Virginia Murillo, vmurillo@ SAC – Maggie de la Teja, mteja@	
		Eastview	2136	3-5159		
		Northridge	1111	3-4726		
		Pinnacle	221	3-8300 (voice) 3-8189 (voice) 3-8067 (TTY)		
		Rio Grande	A150-Annex	3-3142 (voice) 3-3061 (TTY)		
		Riverside	G8138	3-6244 (voice)		
		South Austin	1112	3-9163		
<b>Web Site</b>						
<a href="http://www.austincc.edu/support/osd/">http://www.austincc.edu/support/osd/</a>						

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<b>Office Hours – Faculty</b> Please report problems or concerns to the Campus Manager’s office	<ul style="list-style-type: none"> <li>▪ Report unavailability of faculty</li> <li>▪ In emergency, contact the Assistant Dean</li> </ul>	Cypress	1013	3-2002	CYP – Linda Haywood, lhaywood@ EVC – Juanita Mendez, jmendez@ NRG – Belvolyn Smith, bsmith@ PIN – Judy Van Cleve, judyvc@ RGC – Marilyn Lee-Taylor, mlee@ RVS – Frank Taylor, taylorf@ SAC – Betsy Erwin, berwin@
		Eastview	3100	3-5103	
		Northridge	1208	3-4703	
		Pinnacle	1018	3-8102	
		Rio Grande	205	3-3000	
		Riverside	A2204	3-6206	
		South Austin	1140	3-9106	
		Eastview	3100	3-5103	
		Northridge	1208	3-4703	
		Pinnacle	1019	3-8103	
		Rio Grande	205	3-3000	
		Riverside	A2208	3-6206	
		South Austin	1140	3-9106	
		<b>Office of Student Life</b> Reports to Student Life Manager Cheryl Richard, <a href="mailto:crichard@austincc.edu">crichard@austincc.edu</a>	<ul style="list-style-type: none"> <li>▪ Diversity and Cultural Programming</li> <li>▪ Cultural Heritage Series</li> <li>▪ Leadership training, awards, and recognition</li> <li>▪ Special campus events</li> <li>▪ Student Government Association</li> <li>▪ Student Newspaper</li> <li>▪ Student Clubs and Organizations</li> <li>▪ TOP (The Orientation Program)</li> </ul>	Cypress	
Eastview	2129			3-5303	
Northridge	1113			3-4715	
Pinnacle	225			3-8233	
Rio Grande	101.1			3-3115	
Riverside	G8130			3-6264	
South Austin	1121			3-9172	
<b>Overloading a Class</b> Contact: <ul style="list-style-type: none"> <li>• Assistant Dean</li> <li>• Department Chair</li> <li>• Dean</li> <li>• Campus Administrative Office</li> </ul>	<ul style="list-style-type: none"> <li>▪ Per established guidelines</li> </ul>			Cypress	1013
		Eastview	3100	3-5103	
		Northridge	1208	3-4703	
		Pinnacle	1019	3-8103	
		Rio Grande	205	3-3000	
		Riverside	A2208	3-6206	
		South Austin	1140	3-9106	
<b>Police (Campus)</b> Reports to Chief of Police	<ul style="list-style-type: none"> <li>▪ Public safety and assistance</li> <li>▪ Law enforcement</li> <li>▪ Traffic and parking enforcement</li> <li>▪ Lost and found</li> <li>▪ Parking permit issuance</li> </ul>	Cypress	1027	3-2008	<b>Web Site</b> <a href="http://www.austincc.edu/police/">http://www.austincc.edu/police/</a>
		Eastview	2103		
		Northridge	1103	3-4718	
		Pinnacle	112	3-8014	
		Rio Grande	102	3-3007	
		Riverside	G8130	3-6044	
		South Austin	1121	3-9142	
<b>Recruitment</b> Reports to VP, Student Support and Success Systems	<ul style="list-style-type: none"> <li>▪ Campus Tours</li> <li>▪ Requests for information</li> <li>▪ Enrollment Assistance</li> <li>▪ Advising</li> <li>▪ Open Houses and College Days</li> <li>▪ School and Community Presentations &amp; College fairs</li> </ul>	HBC		3-7701	<b>Web Site</b> <a href="http://austincc.edu/sro">http://austincc.edu/sro</a>

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<b>Provider</b>	<b>Description of Request</b>	<b>Campus</b>	<b>Room</b>	<b>Phone</b>	<b>E-mail (...@austincc.edu)</b>
<b>Support Center (Grant funded - for students in AAS and certificate programs only) Reports to Director, Special Populations Steve Christopher, <a href="mailto:schris@austincc.edu">schris@austincc.edu</a></b>	<ul style="list-style-type: none"> <li>▪ Child care payment assistance</li> <li>▪ Textbook Lending Library</li> <li>▪ College and community referrals</li> <li>▪ Academic success support</li> <li>▪ Bus passes</li> </ul>	Cypress	2114.22	3-2026	<a href="http://www.austincc.edu/supcntr/">http://www.austincc.edu/supcntr/</a>
		Eastview	2105	5-5214	
		Northridge	1111.1	3-4845	
		Pinnacle	217	3-8111	
		Riverside	G8110	3-6026	
<b>Testing Centers (Instructional) Reports to Provost of Campus Operations Tyra Duncan-Hall</b>	<ul style="list-style-type: none"> <li>▪ Administer tests for Distance Learning courses.</li> <li>▪ Administers tests, when requested by faculty, to students who miss regularly scheduled classroom tests.</li> <li>▪ Administer all tests for approved courses.</li> </ul>	Cypress	2003	3-2075	<b>Web Site</b>
		Eastview	2155	3-5145	<a href="http://www.austincc.edu/testctr/">http://www.austincc.edu/testctr/</a>
		Northridge	1123	3-4785	
		Pinnacle	706	3-8002	<b>Email</b>
		Rio Grande	127	3-3164	CYP – Don Bradley, dbradley@
		Riverside	A1132	3-6242	EVC – BethAnn Avery, bethann@
		South Austin	2003	3-9240	NRG – Lucille Green, lgreen@ PIN – James Land, jland@ RGC – Nancy Worlds, worlds@ RVS – Connie Wasson, cwasson@
<b>Veterans' Services Reports to Director of Financial Aid &amp; Veterans Affairs Terry Bazan,</b>	<ul style="list-style-type: none"> <li>▪ Certification of benefits</li> <li>▪ Support services for students using VA benefits</li> </ul>	Northridge	1106	3-4356	
		Riverside	G8102	3-6165	

**Appeal Procedures**

**Students who wish to appeal an academic matter must do so in this order:**

1. Faculty
2. Department Chair, or Assistant Department Chair on campus
3. Dean
4. Vice-President Academic Transfer and General & Developmental Education or Vice President Workforce Education & Business Development

**Students who wish to appeal a student services matter must do so in this order:**

1. Employee
2. Employee's supervisor
3. \* Dean of Student Services or Vice President, Student Support and Success Systems

\* In Admissions & Financial Aid there is a Director as next level above the Employee's supervisor and under the VP of Student Support and Success Systems.